

SC CUSTOMER INFORMATION ADVISORY GROUP
MEETING SUMMARY
December 08, 1999

Meeting Agenda

- **Review meeting agenda & action items (Griffin)**
 - Question – Explain how Key Word entry works on IE5.0
Answer – This feature does function under IE 5.0 and is called the Search Assistant. Details on the search assistant can be obtained by calling the support center at 301-903-5315.
- **Discuss IM Policies (Green)**
 - A review of the first five of nine policies was given.
 - Policy #1 Support Center Assistance
 - Question – How are emergency / after hour situations handled?
Answer – By having budgeted overtime charges and advance notice to the support center.
 - Question – How are performance measures accomplished for support center personnel?
Answer – They are achieved in a two ways 1) Placing the qualified people where they are needed the most 2) Analysis of the types of calls (Staff by the Stats).
 - Policy #2 Desktop Computers for SC Personnel
 - Question – Are the Macintoshes going to be upgraded?
Answer – Yes, by providing a common model for all Mac users.
 - Policy #3 Remote Access
 - Question – Can we access the ICA server through the Web?
Answer – Yes, it is called Secure ICA and is currently under testing.
 - Policy #4 Loaner Laptop
 - Policy #5 Hardware Peripherals (Printers, Fax Machines, Scanners)
 - Question – How often are the Network printers upgraded?
Answer – Each year the printers are evaluated for upgrade based on support center analysis and customer demand.
 - Question – Can I have a personal printer for my desktop?
Answer – Yes, however you are encouraged to use a network printer. Note should your desktop printer fail you will be redirected to a Network resource.

Meeting Attendees

Name		Organization	Contact Information
John	Willis – Chair	SC-55	3-4095
Ted	Griffin – Exec. Sec	SC-621	3-4602
Steve	Buswell	SC-7	3-9741 (Conference Call Attendance)
Dean	Oyler	SC-22	3-6394
Cathy	Hanlin	SC-23	3-1965
Shahida	Afzal	SC-50	3-4941
Steve	Eckstrand	SC-55	3-5546
Marvin	Stodolsky	SC-72	3-4475

Sharon	Betson	SC-73	3-3213
Emily	Knouse	SC-622	3-1577
Robbie	Green	SC-621	3-6578
Gene	Hughes	SC-621	3-5409
Jason	Kruse	SC-621	3-6592
Tom	Lombardo	SC-621	3-1312
Michael	Lynott	SC-621	3-6409
Pat	Rice	SC-621	3-4556
Linda	Vargas	SC-621	3-5313
Dick	Yockman	SC-621	3-3394

Action Items

- Action: (Griffin)
Prompt the Customer Group on the Monday/Tuesday before each meeting to determine if a minimum of seven members will be present. If the answer is no, postpone the meeting until the following Wednesday.
- Action: (Yockman)
Provide a cost analysis / feasibility study for use of excess 200Mhz machines being placed in SC Personnel homes.
- Action: (Green)
Re word portion of Policy #3.

Proposed 12/15/99 Meeting Agenda

- Review agenda and action items (Griffin)
- Review IM policies Cont. (Green/Group)
- Discuss 12/22/99 agenda

Proposed 12/22/99 Meeting Agenda

- Review IM policies Cont. (Green/Group)
- Discuss Information Resources Catalog update plan (Griffin/Group)

12/29/99 Meeting Agenda

- Postponed

01/05/00 Meeting Agenda

- Discuss Standard Desktop rollout plans (Green/Group)
- Discuss Office 2000 rollout plan (Green/Group)

01/12/00 Meeting Agenda

- Discuss Applix notification options (Green/Group)
- Discuss potential system retirements (Griffin/Group)
- Revisit Support Center (Green/Group)